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ABSTRACT

A survey was conducted of students who graduated from Glendale (Arizona) Community College (GCC) during the 1984-85 school year to determine graduates' transfer and employment experiences and perceptions of the college. Study findings, based on responses from 444 graduates, included the following: (1) overall, graduates gave the highest ratings to library services, veterans' services, instructor interest, and quality of instruction; (2) graduates gave GCC lowest ratings in terms of placement services, counseling, and instructors' use of instructional media; (3) 56% of the academic students and 43% of the occupational students were attending another school at the time of the survey; (4) 32% of the occupational transfer students and 20% of the academic transfer students reported difficulty in transfer; (5) for the 117 employed graduates, the average monthly salary was $1,617; (6) 58% of the graduates reported interest in taking additional courses at GCC; (7) the placement rate for occupational students was 73%; (8) 12% reported that they could not find a job in the field for which they had been trained and 18% did not feel qualified for a job in their field; and (9) occupational graduates rated the availability of jobs in their field as good or average. (LAL)

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OFFICE OF RESEARCH AND DEVELOPMENT

RESEARCH REPORT

Graduate Follow-Up
Spring 1985

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
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Graduate Follow-up Survey Report
October 1985

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Glendale Community College
Graduate Follow-up Survey Report
October 1985

The contents of this report concerns an analysis of survey information obtained form follow-up survey respondents who graduated from Glendale Community College during the 1984-85 school year. One should understand that such follow-up survey data is a reliable source of information from students returning the survey form. Also, one should remember that follow-up information reports on what has already happened and usually does not provide answers to the cause or reason for the occurrence. For this reason, several sections of the report seek to highlight some areas within the college which need to respond to some of the findings of the survey. This document is divided into the below sections:

* Some Highlights - The Good . . . and the not so good.

* Suggested uses of the data

* What does our data say about:

  - Where did our students rate us the lowest?
  - Where did our students rate us the highest?
  - Did our students experience difficulty in transferring to a four year college?
  - What are the salaries of our graduates?
  - Are our graduates interesting in taking more courses at our college?
  - Are our graduates interested in taking more courses at our college?
  - How did the characteristics and responses of our occupational students compare with the characteristics and responses of university transfer/academic students?
  - What comments did our students have for us? The Roses....the Thorns.... and, the interesting
  - Were our occupational graduates successful in obtaining jobs in the fields for which they were trained?
  - What are the reasons some of our occupational graduates are not employed in the field for which they were trained?
  - How did our occupational graduates rate the availability of jobs in their field of training?
  - What is the employment make-up of our students.

* So what now . . . . . .

* Some Demographics and Responses by Category

After this type of survey data is reviewed and analyzed, it is standard practice to request that the appropriate institutional staff respond in writing to the issues raised. This request is usually made by the appropriate administrative cabinet member or President to staff members who are responsible for the particular area of department involved. It should be remembered that such requests can be formulated in a positive manner with the primary goal being to improve or enhance the college's services as a

whole. There are several alternatives which should be considered when a particular issue arises after a study is performed and the response is received from the appropriate institutional staff. These alternatives are listed below and should be considered by the reader as the report is revieved.

PROMOTE (advertise and/or market) the program or service as it stands.

ENHANCE the program or service with additional expenditures in terms of staff, equipment, and instructional design.

MODIFY the program or service in terms of staff or instructional design.

CONTINUE the program or service as is.

CONTINUE the program or service as is, but limit the scale of exposure.

SCALE BACK on both expenditures and activity.

TERMINATE the program or service.

SOME HIGHLIGHTS . . . .

THE GOOD . . .

Overall, our instructors were held in high regard by our students - especially in terms of the quality of the instruction the students received and the interest demonstrated by the instructors in the students themselves.

On the student services side, our library services and our veterans services received the highest ratings.

Almost 60% of our graduates indicated they were interested in taking even more courses at our college.

AND . . THE NOT SO GOOD . . .

Our placement, counseling, and course advisement services were not held in high regard by our graduates.

There was considerable attention given by our graduates to the need for a better coordinated approach to transferability of coursework to a four year college.

SUGGESTED USES OF THE DATA

In addition to college evaluative information, follow-up survey results are excellent public relations, marketing and recruitment tools. The production of such data involves much time and effort to be exerted by institutional staff -- and the information produced should be put to work as soon as possible. This outcome information should be used for:

1. Basis for making requests to institution staff to respond in writing to issues raised by the data.

2. Reports to accreditation teams.

3. Fulfillment of state vocational reporting requirements.

4. Verbal presentations to instructional and student services administrators, department chairpeople, directors, and program coordinators.

5. Release of public relations information to the public through the local newspaper(s).

6. Release of public relations information to the student body through the campus newspaper.

7. Types of jobs and salaries received by program graduates to be published in occupational brochures.

8. "Jobs" data, student comments, placement data, and other such information to be used to update courses as the need is demonstrated.

9. Positive student comments to be provided to local newspaper editors for their use. Also, positive student comments should be published prior to college registration periods for student recruitment purposes. Some colleges find that publishing positive student comments on their course schedule booklets helps to promote increased enrollments.

10. Verbal presentation to college President and/or administrative cabinet.

11. Verbal presentation to college governing body.

12. Longitudinal student and employer follow-up analyses over a 3 to 5 year period of time.

13. Treatment(s) of special concerns or issues unique to the college's institutional environment.

14. Release of special college brochures advertising the college's services.

WHAT DOES OUR DATA SAY ABOUT . . . .

WHERE DID OUR STUDENTS RATE US THE LOWEST?

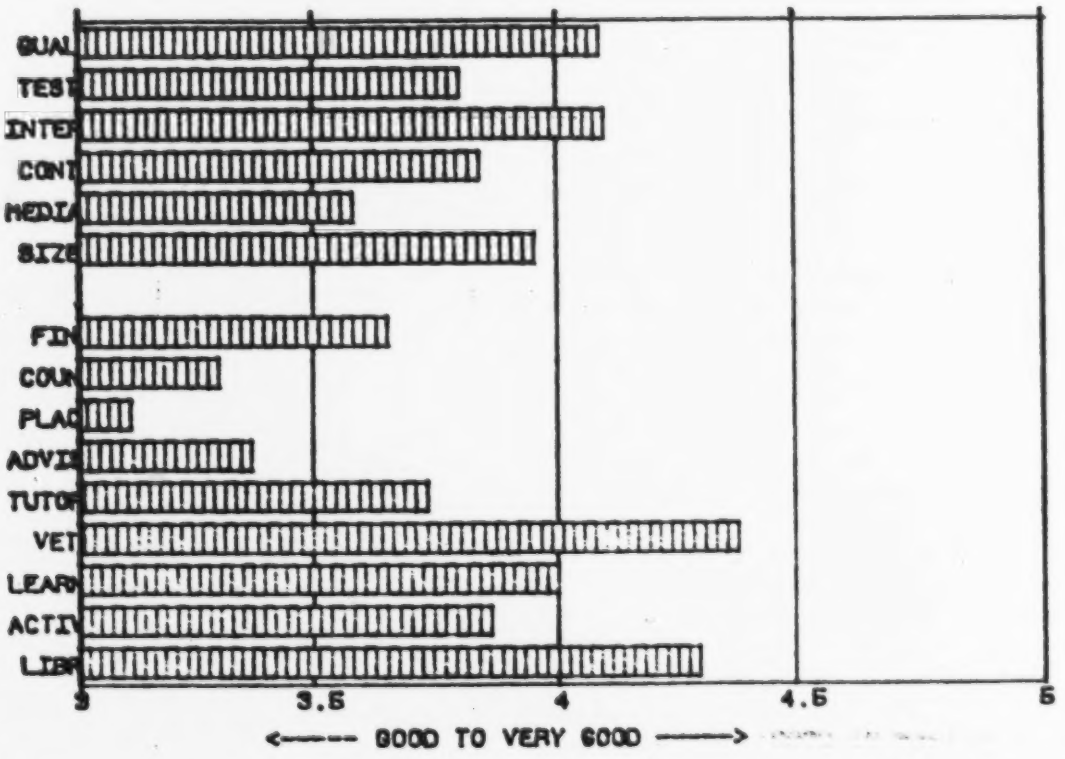
On the instructional side, our graduates rated us lowest in our instructor's use of instructional media. On the student services side, our placement, counseling, and course advisement services were rated the lowest.

WHERE DID OUR STUDENTS RATE US THE HIGHEST?

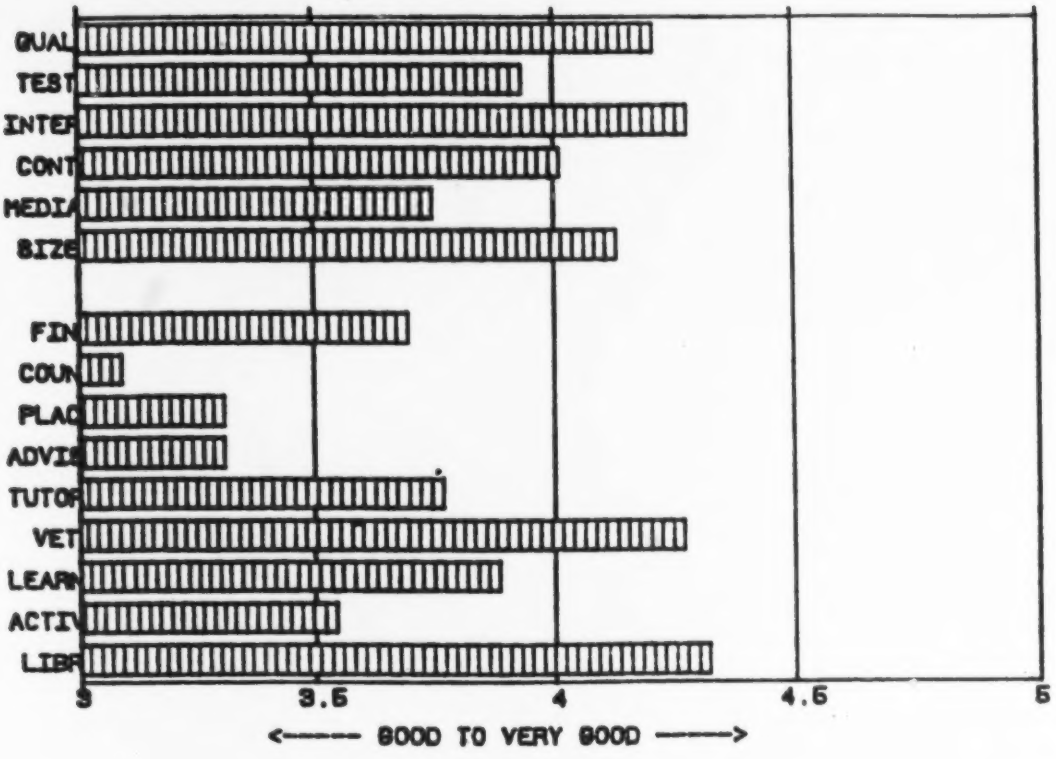
Overall, our graduates gave us the highest rating in terms of the quality of our library services and veteran's services. On the instructional side, high ratings were given to "instructor interest" and "quality of instruction." The top three ratings on the student services side were given to library services, veteran's services, and learning packages.

The narrative comments of our graduates about their opinions of our college can be found on the student questionnaires. Also, this report capsules some of the more "reflective" comments in another section. The below graphs (categorized by occupational and university transfer/academic student responses) provides a display of the various rating areas.

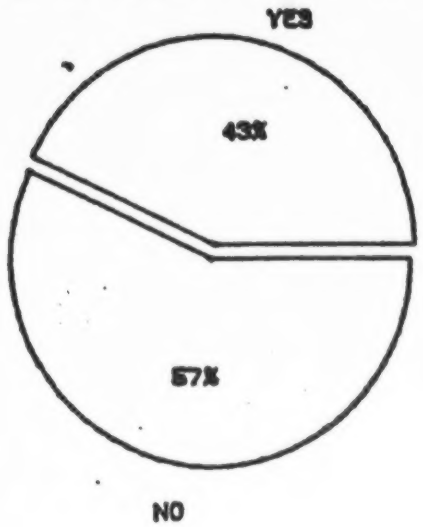
GRAD - INSTRUCTIONAL RATINGS - OCC/TECH



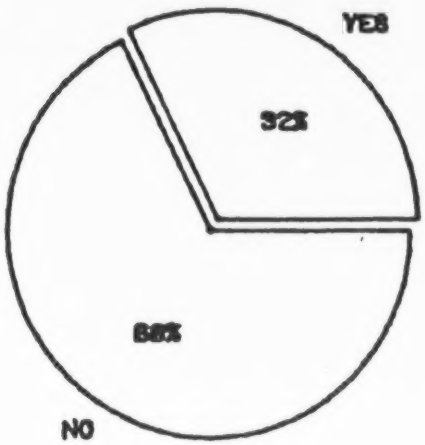
GRAD - INSTRUCTIONAL RATINGS - UNIV TRANS/ACADEMIC



CURRENTLY ATTENDING SCHOOL? - OCC/TECH

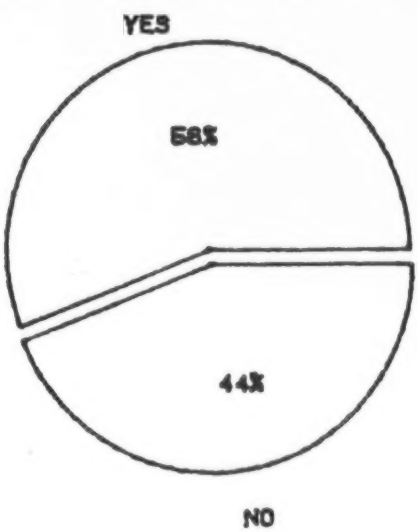


DIFFICULTY IN TRANSFERRING - OCC/TECH



DIFFICULTY IN TRANSFERRING - ACADEMIC

CURRENTLY ATTENDING SCHOOL? - ACADEMIC



WHAT ARE THE SALARIES OF OUR EMPLOYED GRADUATES?

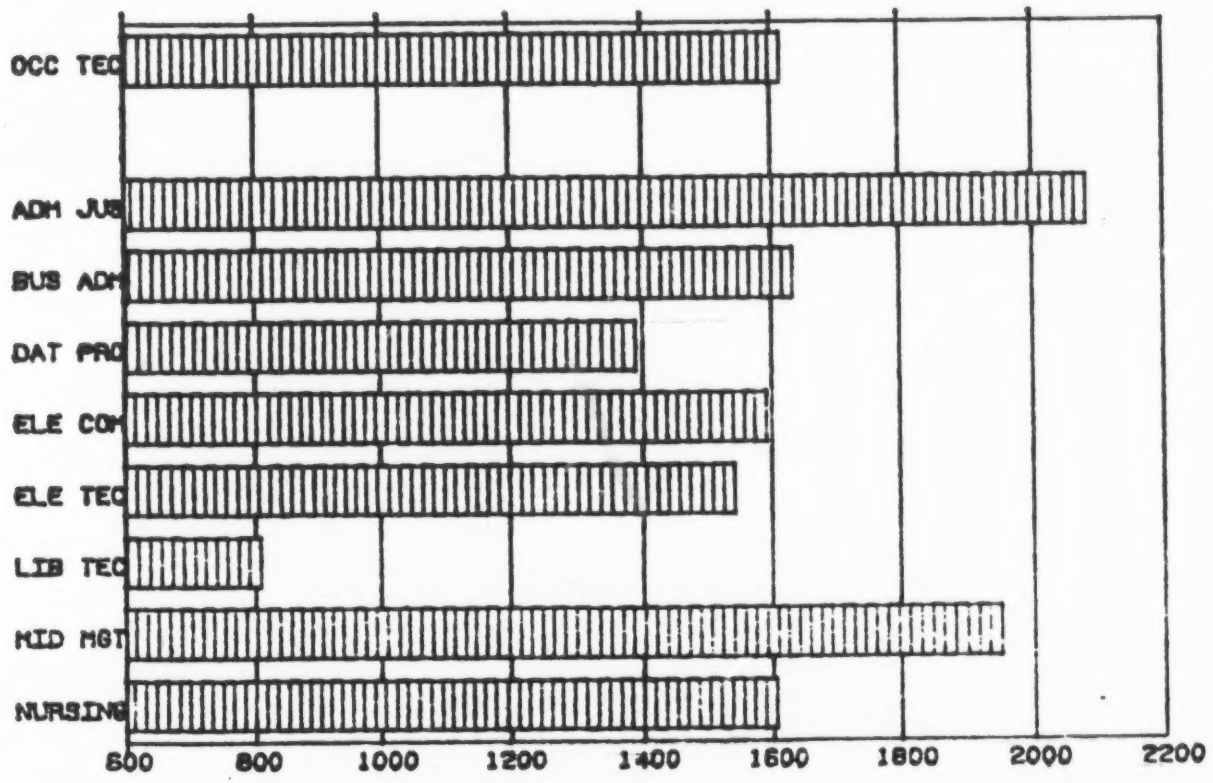
When looking at our salary data, it should be noted that the figures may not be representative of "beginning" salary figures. About 47% of the occupational graduates reported that they were already employed in their occupational area prior to enrolling in the courses at our college.

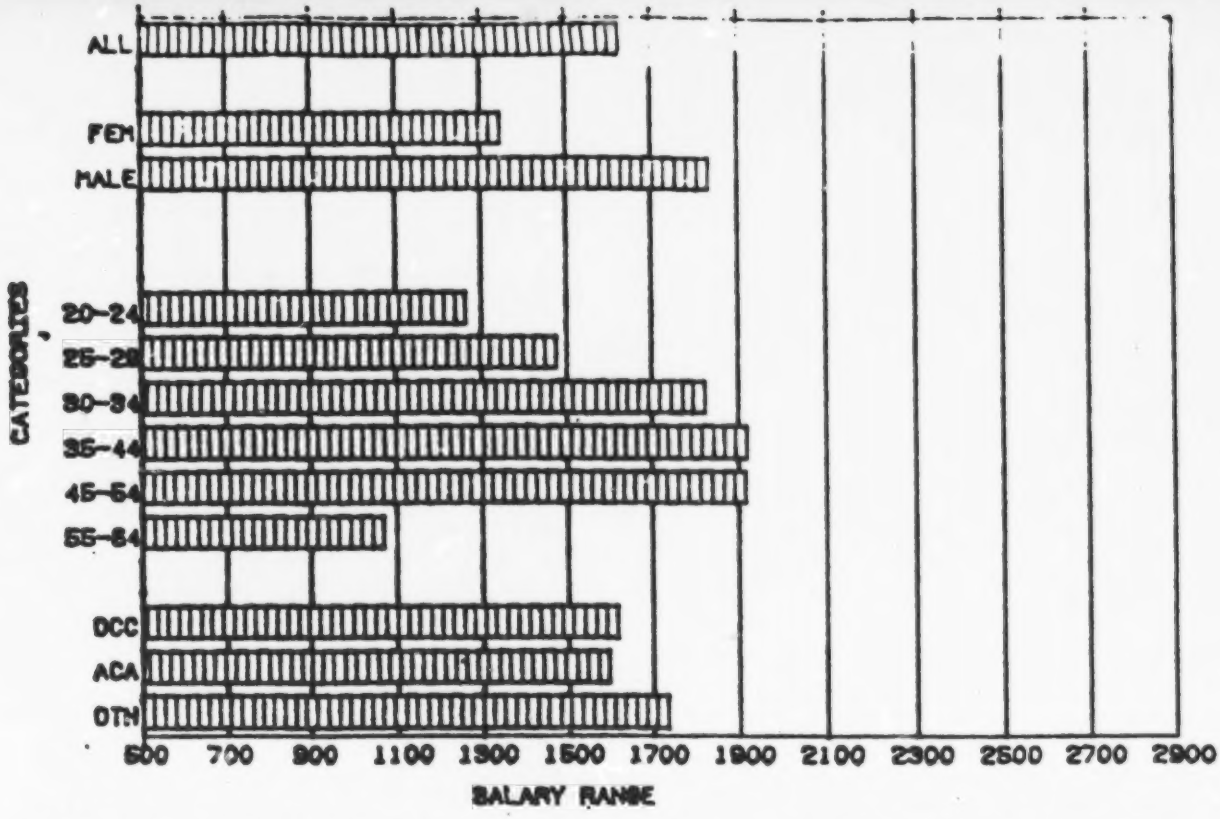
Of the 117 working students (i.e. occupational graduates) responding, the average monthly salary for full time workers was $1617. The average hourly salary was $7.78 while the average annual salary was $21,688. Average monthly salary for females was $1350. Average monthly salary for males was $1837.

Occupational graduates reported a full-time average of $1617 while academic graduates reported $1595. The exact jobs and names of employers are listed on the student questionnaires. In addition, an abbreviated list of job titles and salary range is listed in another section of this report. The below graph displays the salary data by different groupings:

Also, the below salary data is categorized by some of the more populated program areas.

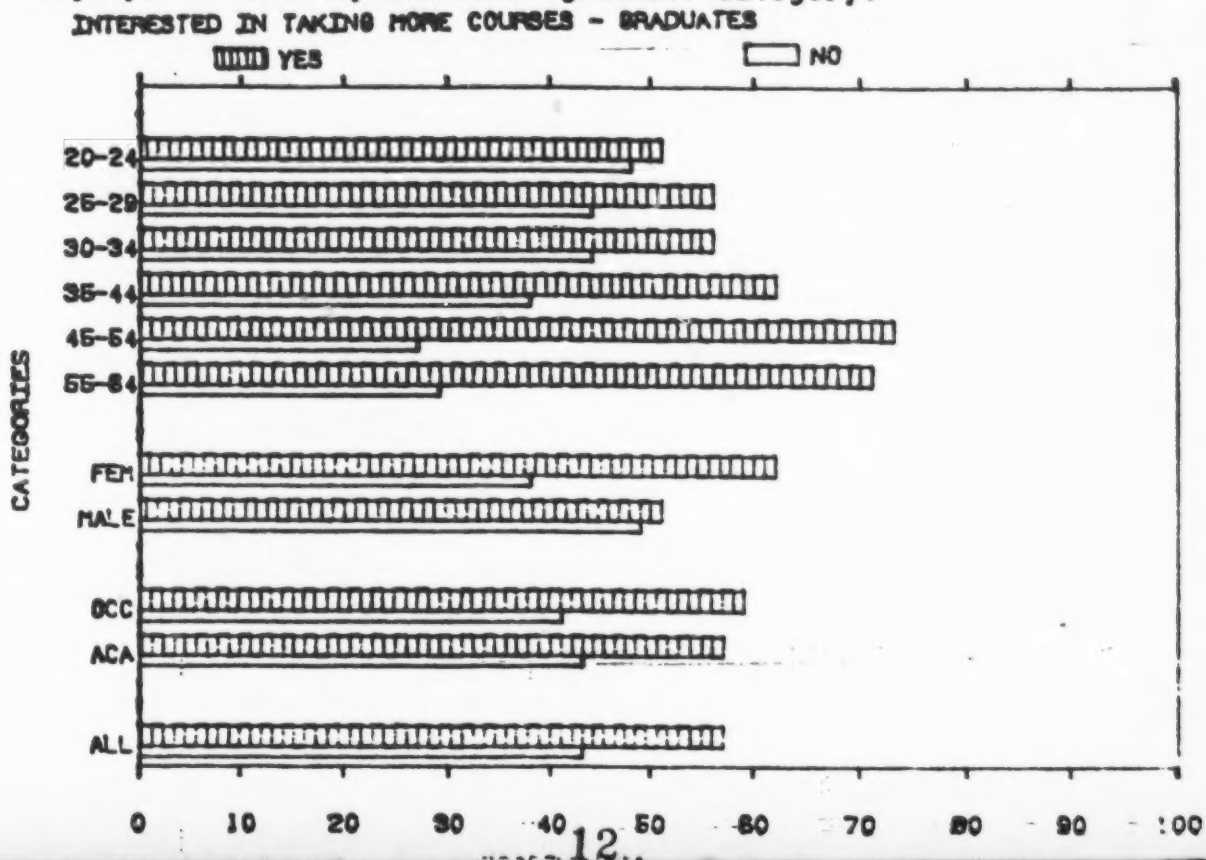
SALARIES - GRADUATES





ARE OUR GRADUATES INTERESTED IN TAKING MORE COURSES AT OUR COLLEGE?

About 58% of the graduates indicated they were interested in taking more courses at our college. The coursee they would like to take are listed in the student questionnaires. The below graph displays the data by different graduate category:



HOW DID THE CHARACTERISTICS AND RESPONSES OF OUR OCCUPATIONAL GRADUATES COMPARE WITH THE CHARACTERISTICS AND RESPONSES OF OUR UNIVERSITY TRANSFER/ACADEMIC GRADUATES?

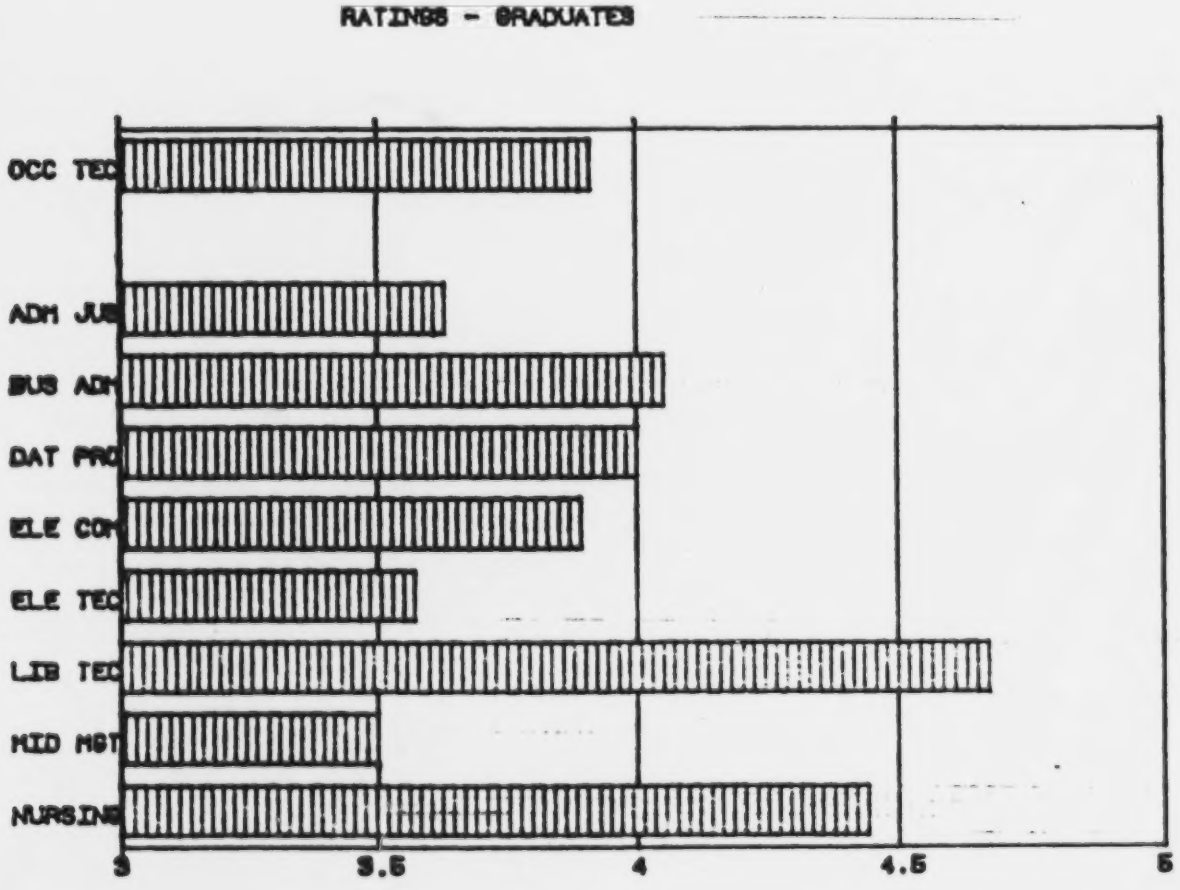
Generally, our academic graduates rated us higher than our occupational graduates in terms of their opinions of the coursework they had taken (see below):

Occupational Grads		Academic Grads
4.09	Quality of Instruction	4.21
3.80	Grading/Testing	3.93
4.10	Instructor Interest	4.28
3.84	Content of Courses	4.01
3.58	Instructional Media	3.74
3.95	Class Size	4.13

* Full-time monthly salary for occupational graduates was $1617; academic graduates $1595.

* Percentage of occupational graduates in school was 43%; academic graduates 56%

* Percentage of occupational graduates interested in taking more courses was 60%; academic graduates 57%.



WHAT COMMENTS DID OUR STUDENTS HAVE FOR US?

A section on the questionnaire is provided for students to comment on their experience at our college (and about how we might improve our courses and services). The below represents a review of these various comments.

THE ROSES .....

Basically I enjoyed attending GCC. There were some exceptional teachers that turned around my attitudes about certain subjects - courses that I hated in grade and high school have become of great interest to me now - such as Physics.

All teachers in both Electronic and Computer Science courses were outstanding.

Overall, I like the way the school is run - I felt that it offered everything I could use.

Glendale is an excellent community college. Almost every instructor I had was exceptional.

Glendale Nursing program has a good reputation in the nursing field - mainly due to the knowledge and skills you must have graduating.

I have attended GCC part-time since the campus first opened.

I have recommended GCC to several - I believe attending GCC was a worthwhile experience.

I enjoyed the two years I spent at GCC very much. The instructors were excellent and well educated in their chosen fields.

I enjoyed attending GCC tremendously. I found the teachers to be very personable - liked the small classes and found the students to be very friendly.

Loved GCC. Personal attention and care of the staff is great. Due to the staff's committment, I feel as though the first two years of college education is superior to that of ...'s first two year program.

I am encouraging my children to consider going to GCC and then transferring to a university as I plan to do.

I was impressed by the genuine concern shown by each instructor for the progress and well being of the students.

If ... would have been half as personal as GCC I would have continued my degree. The quality of teachers and teaching is of the highest caliber.

All services offered by the college were good - especially helpful were library services.

The education I received at GCC was excellent.

I was especially impressed with the science and engineering departments. Your school was a pleasant and rewarding experience.

The coop classes helped me the most. I was able to work and earn credit at the same time. The on-the-job experience has been the best education I could have received.

I would definitely take other classes at GCC.

I enjoyed attending GCC for 2 years. I would recommend anyone planning on going to a 4 year university to attend GCC for the first two years.

My learning experience was very pleasant and of lasting value. I am satisfied that my time and money was well spent.

GCC has the tops in Electronics staff.

Of the 5 colleges I have attended, GCC is definitely the best. The learning center tutoring was wonderful. Admissions and counseling people were very friendly.

I had excellent instructors, good learning environment and helpful support personnel. I think that GCC should expand .... to include include classes on radio and tv broadcasting. A campus radio station would be good for the students and the community.

I feel that the lower division Business courses I took at GCC prepared me well for the upper division business program at ....

GCC is a high class institution and, by being so, it would have a hard time improving.

I took every word processing class available and they proved to be very helpful. The lecture clases provided good background information - while the lab classes gave me excellent training.

THE THORNS . . . . .

I think the advisement process should be more closely watched. I was ill advised early in my schooling and lost credit hours . . .

I didn't get as much insight out of the counselors as I hoped for.

A list of courses which are transferable to 4-yr college should be available to the students before they select their class schedules at GCC.

I feel that counseling should include a full description of classes needed for the university as well as job preparation. I felt that this wasn't done and that I wasted a year ..... .

I enrolled at GCC in hopes of preparing myself for a job in graphic arts. After taking several graphic arts classes - I still didn't have the hands-on training that is needed when seeking a job in this area .....

Counseling from GCC to ... was unavailable.

I received another AD from a jr college some years ago and my major was "early childhood education." We were required to work at a job site as well as classroom training and that realy helped me find good work after graduation. Now after completing a 2 year data processing degree at GCC, I am finding no one wants to hire your unless your have work experience.

Need better electronic labs and test equipment.

The counselors should be consistent with those of the universities so that people's schedules can be planned with no extra classes that the university will not accept. They could also have checklists so that students can be more informed of the classes required for their degree.

Tutoring dept needs more tutors and should be limited to students in danger of failing. Current policy only mans one tutor for extremely difficult classes such as trig, econ, physics. Next to impossible to get tutoring for summer school.

After looking for a position as a beginning programmer for one year, I finally became discouraged and took my present position..... (accounts payable clerk). It was extremely disappointing after obtaining a 3.95 GPA to be told I'd have to start as a data entry person and could perhaps move up to programming. This happened many times and I refused. I truly enjoyed my classes at GCC and am indeed sorry that I have not had the opportunity to put my newly acquired knowledge to use.

If I would have had better advisement, the move to ... would have been smoother.

I would have appreciated more counseling help. My intent was upon completing my AA degree to transfer to ... I feel I did not get adequate advisement regarding courses offered at GCC that would be needed to get my BA in education at ...

The community college would better serve transfer students if they had open communication with the state universities. Better advisement for the transfer student should be a major concern.

More work is needed to improve the dialogue between the community colleges and the universities.

I was told several things by the advisors that weren't true that caused problems.

In the counseling dept, have counselors that don't seem in a hurry to get through with you. Get them to be considerate and willing to help.

Bring your advising counselors up to date on the transferability of certain classes to major universities.

The electronics dept should be improved.

I felt that your college could have prepared me more adequately for entrance into a four year college. I think your college should inform students of the requirements at a four year college before they begin classes at your college.

Main problem was no one seemed to know if and what classes were transferable to ... college of engineering.

I personnaly had trouble with counseling on what exactly needed to be completed. I think future students must see a counselor in order to enroll in a major.

Offer more detailed counseling before registration.

I think the job services could be improved.

Need to help students realize what courses will help goals and what will not. Need career counseling.

I didn't receive the advice needed in choosing all of the courses I needed for the field I am pursuing.

My biggest problem at the junior college was that the counselors were not up to date about what would transfer to the universities. I would like to see your counselors communicating with the universities more often.

THE INTERESTING . . . .

The courses and the exams should be more difficult. I have found the upper level courses I have taken require more time and work than I was prepared for.
I wish more classes were offered in the late afternoon. It was hard to work in the morning (I work part-time) and start classes at 1:00. There was not much to choose from.

I wish someone had told me the electronics industry is filled to the maximum with graduating technicians without experience ...

A bothersome factor was the lack of left-handed desks (or none at all) in the class rooms.

Your quality of instruction and facilities far superior to ...

The quality of instructors varied, naturally, but after attending another college, I believe GCC would rate higher.

I have continued at GCC because of the quality of the child care in the evenings. I will not be able to continue at the college if this service is not continued.

To be honest with you I attended GCC for the VA benefits at first. The closer I came to obtaining a degree, the more I wanted one.

I really enjoyed attending GCC. The education was a bargain at your tuition costs. GCC is very convenient for me to attend. It's too bad you aren't a 4 year college. I transferred to ... after graduation from GCC. I was dropped after 2 semesters for low grade point average but I did very well at GCC.

When I transferred to ..., I was not prepared for the amount of writing and papers I was required to do.

I certainly wish the library were open additional hours on weekends - and I would like to see an increase in business related materials available for research purposes.

After having been counseled in Apr 84, I expected to complete the AA degree requirements in Fall 84. I was very disappointed to learn I had not been given the correct information - and therefore I still needed 3 credit hours to qualify....At my age, it really isn't important, but it was just something I was trying to accomplish after attending classes all these years. At this point I have not decided whether or not to try again. The registration has certainly improved 100%

Not enough protection in the parking lots.

Your survey makes no mention of the honors areas. I participated in honors courses and felt that although improvements are needed this was a very worthwhile area. I would like to see more emphasis on the scholarship areas instead of just financial need. It would be pleasurable for me to see the quality of education extended to the high achievers for a change.

Try to work out a better system of research magazine usage in the library. Update equipment in the computer classes.....Overall, I think GCC is really a fine educational institution. The teachers are usually really good, the students seem to be friendly in most classes and the campus is easy to get from place to place. Keep up the good work.

Compared to the large, impersonal classes of ... , I appreciate the GCC curriculum even more now.

Make the course requirements harder. I found the university to be much more difficult than the college.

The electronics department needs more than just one course on communication electronics.

I enjoyed and attended GCC as a part time student for about 11 years. I received 2 degrees.....GCC is a lovely school with a lovely campus.

I found your library system to be excellent. Please continue to support its growth..... I hope you will continue to support your arts program as it is vital to our society.....

While my grades at GCC were above average in some areas, I had a very hard time with the classes that followed at .... The accounting classes at ... require much more study time and the preparation for other classes also took more effort.

My major was Art. I now believe that a lot more information about job opportunities in this field should be emphasized to the art students. I was vague to me about "where do I go from here?"

I firmly believe that GCC students would benefit from some form of preparation given via peers who have been or are in a position they are going to. It can be done, but it's very difficult and any help and encouragement would be appreciated.

I think better tutoring services should be available for the university physics, statics, and dynamics.

When designing new courses think in terms of practical use. Every class needs theory behind it, but practical hands-on experience is more beneficial. A better placement service would also help. When a student has completed his or her major, bring in companies to interview them for jobs. This would be beneficial for all involved.

The library needs to advertise its services in full; on flyers, maybe.... Your tutoring services are excellent. Just need more of them. I went to a community college because it is less expensive, closer to home, and less crowded....The counseling dept could be improved if the counselors were a little more directive....

I have been extremely satisfied with the education at GCC. I have been especially impressed with the genuine interest the instructors have in the students (unfortunately, interest is not everthing.....).

Students need the library most on weekends and it is only open 3 to 4 hours. Too many students have jobs/family after classes are over or lack a sitter except on weekends .....

It would highly profitable for all business students to get experience in public speaking; to become more aware of what is expected in the work force.....Students should be aware of this. Written and oral communication is extremely essential.

Would love to see prices go down for senior citizens.

I had entered GCC as a 37 year old new mother with teenagers still at home, who's husband of 20 years had left with a lady executive - had 0 cash, few resources, out of school many years - I was working 65 hrs a week as a nurses aide and needed fast, to the point help. I was advised to take "women's courses" which I had no time or cash for - I was told my older credits would not apply in many areas (they did, thanks to Molley Pusateri I only duplicated one course) and because I owned a small ranch I was not eligible for most $$ aide. When I got into the RN program, I got some real help and I am now a successful RN.

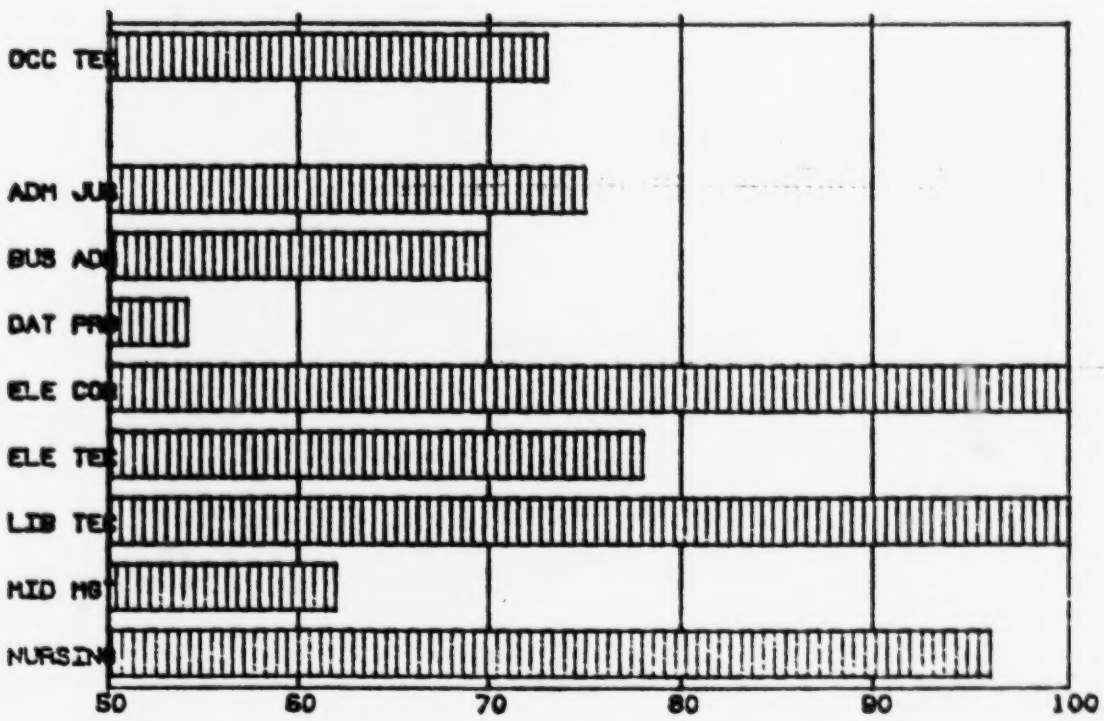
WERE OUR OCCUPATIONAL GRADUATES SUCCESSFUL IN OBTAINING JOBS IN THE FIELDS FOR WHICH THEY WERE TRAINED?

The placement rate for all occupational programs was 73%. The unemployment rate for occupational graduates was 6.3%. Almost 82% of the occupational graduates were employed at the time of the survey. Almost 43% reported that they were also (or exclusively) attending school. Placement rates for some of the more populated program areas are shown below:

- Administration of Justice 75%
- Banking and Finance 50%
- Business Administration 70%
- Data Processing 55%
- Electronics Computer Technology 100%
- Electronics Engineering Technology 100%
- Electronics Technology 79%
- Library Technology 100%
- Mid-Management 63%
- Nursing 96%

The exact jobs and names of employers are listed on the student questionnaires.

PLACEMENT RATES - GRADUATES



WHAT ARE THE REASONS SOME OF OUR OCCUPATIONAL STUDENTS ARE NOT EMPLOYED IN THE FIELD FOR WHICH THEY WERE TRAINED?

The below chart represents the reasons why the occupational graduates were not employed in the field for which trained. About 12% reported that they could not find a job in their field of preparation. About 15% reported that they either preferred to work in another field or found a better paying job in another field. 18% did not feel sufficiently qualified for a job in their major field of study. Almost 3% had worked in previously in their field of study but had changed at the time the survey was taken.

HOW DID OUR OCCUPATIONAL STUDENTS RATE THE AVAILABILITY OF JOBS IN THEIR FIELD OF TRAINING?

Overall, our occupational graduates rated the availability of jobs in their area average to good. 17% of the graduates gave a rating of very poor to poor - while 46% gave a rating of very good to good. In program areas which had sufficient responses, the highest job availability ratings were given to Electronics and Electronics Engineering Technology. The lowest was given to Mid-Management. The below listing gives the job availability rating for some of the more populated program areas.

- Administration of Justice 3.38
- Banking and Finance 3.50
- Business Administration 3.61
- Data Processing 3.09
- Electronics Computer Technology 3.18
- Electronics Engineering Technology 3.73
- Electronics Technology 3.79
- Library Technology 3.00
- Mid-Management 2.88
- Nursing 3.50

WHAT IS THE EMPLOYMENT MAKE-UP OF OUR STUDENTS?

The below listing represents a cross-section of the employment make-up to the students responding to this survey:

Administrative Secretary	16500	per yr	St.Joseph's Hospital
Merchandiser	5.00	per hr	Q.V. Distributors
Research Assistant	6.75	per hr	ASU-School of Business
Elect/Mech Helper	9.00	per hr	Arizona Pub Service
Electronics Technicain	12000	per yr	Frontier Control Products
Journeyman Wireman	12.00	per hr	Vista Construction
Teacher's Aide	5.00	per hr	Sweetwater Elementary Sch
NCOIC ID Training	1300	per mo	McChord Air Force Base
Equipment Cleaner	10.35	per hr	Williams Air Force Base
Secretary/Receptionist	225	per wk	Public Construction Inc
Delivery Person	265	per wk	Lowry-Sorrenson & Wilcox
Journeyman Meterman	10.03	per hr	Salt River Project
Registered Nurse I	26000	per yr	Maricopa Medical Center
RN	21000	per yr	Maricopa County Hospital
Construction Supervisor	4000	per mo	Arizone Public Service
Field Service Engineer	9.00	per hr	Digital Equipment Corp
Receptionist/Secretary	700	per mo	Disability Management Inc
Food Service Supervisor	340	per wk	ASOB-State of Arizona
Repair Technician	22000	per yr	Sperry Corporation
Project Engineer	7.00	per hr	Kitchen Contractors
Kindergarten Teacher	15700	per yr	Ganado Unified Sch Dist
Jet Eng Mech	30000	per yr	Luke Air Force Base
Accounts Payable Clerk	4.90	per hr	Kelly Services
Substitute Coordinator	-	- -	Peoria Sch District
Student Aide	3.75	per hr	ASU-Haden Library
Programmer/Analyst	-	- -	Smitty's
Sr Electronics Tech	538	per wk	Sperry Flight Systems
Keypunch/WP Operator	5.25	per hr	Data Entry Specialists
President	18.50	per hr	Ability Research
Office Manager	8.00	per hr	Prynn Veterinary Clinic
Nursing Assistant	5.00	per hr	Glencroft Care Center
Sales Associate	3.83	per hr	Broadway Southwest
Assistant Manager	950	per mo	Nyann Theaters
Clerk	5.00	per hr	M&G Foods
Officer Manager	275	per wk	Speciality Roofing Inc
Clerk II	12073	per yr	Ariz State Personnel
Purchasing Supervisor	16000	per yr	Schulman,Klock & Co
Helper/Sheet Metal	5.00	per hr	Agua Fria Refrigeration
Snack Bar Employee	5.35	per hr	Smitty's
Assistant Manager	190	per wk	Thom McAn
Instructional Aide II	3.65	per hr	ASU Dept of Mathematics
Technical Staff Member	26000	per yr	GTE Communications Systems

Security Officer	20000	per	yr	Jerry King
Video Technician	275	per	wk	Turf Paradise Inc
Registered Nurse	1600	per	mo	Samaritan Health Service
Criminalist II	31000	per	yr	Phoenix Police Crime Lab
Collection/Carrier	25117	per	yr	U.S. Postal Service
Senior Secretary	378	per	wk	Sperry Corporation
Audio Visual Tech	-	-	-	Phoenix Elem School Dist
Photo/Library Aide	3.35	per	hr	ASU Photo Lab/Law Library
Secretary	4.50	per	hr	--
Response Specialist	6.49	per	hr	IBM
Clerk/Typist	-	-	-	Goodyear Aerospace
Clerk III	10000	per	yr	American Express
Secretary	5.17	per	hr	--
Technician I	8.25	per	hr	Omni Spectra
Blue Print Operator	4.25	per	hr	Help Inc
Technician I	8.85	per	hr	M/A-Com OSW Inc
Accounting Clerk	5.80	per	hr	Genco
Wife/Mother/Housewife/Student	-	-		--
Baker	8.25	per	hr	Smitty's
Receptionist	1204	per	mo	Eagle Computer Company
Bookkeeper	-	-	-	Interstate Battery Systems
Sales Associate	4.35	per	hr	Goldwaters Dept Store
RN	10.00	per	hr	Maryvace Samaritan Hosp
Sales Consultant	800	per	wk	Dilliard's Dept Store
Day Camp Counselor	3.80	per	hr	YMCA
Restaurant Hostess	5.26	per	hr	Smitty's
Librarian Technician	6.70	per	hr	Samaritan Health Service
Hair Stylist	5.75	per	hr	Geronimo Hair Co
Human Resources Assist	19000	per	yr	Greyhound Capital Corp
Police Captain	3600	per	mo	City of Glendale
Dir of Communications	36000	per	yr	St.Lukes Med Center
Operator	10.00	per	hr	AT&T Communications
Proofer	4.92	per	hr	NPC
Vendor Qual Supervisor	12.10	per	hr	ITT Courier
Manager	5.25	per	hr	Tokyo Express
Carpenter	-	-	-	Ron Swartz Construction
Assistant Manager	37000	per	yr	Mountain Bell
Manager	28000	per	yr	U.S. Postal Service
MVO Field Officer	1500	per	mo	Ariz Dept of Trans
Quality Control Mgr	10.00	per	hr	Stained Glass Overlay
Registered Nurse	10.50	per	hr	John C. Lincoln Hosp
Adm Assistant	15.00	per	hr	--
Accounting Clerk	8.28	per	hr	Intel
Security Officer	648	per	mo	Wackenhut Corp
Ad - visor	304	per	wk	The Arizona Republic
Bookkeeper	6.50	per	hr	Field Pharmacies
Buyer	27000	per	yr	Sperry Corp
Conveyor Operator	6.00	per	hr	NAPA Auto Parts
Meatcutter	10.17	per	hr	Luke AFB Commissary
Warehouse Manager	900	per	mo	OSAM of Ariz Inc
Activity Coordinator	5.35	per	hr	Found for Sr Adult Living
Field Service Tech	700	per	wk	Northrop Corp
Field Superintendent	500	per	wk	Roadrunner Drywall Corp
Cashier	5.60	per	hr	Price Savers
Detention Officer	12.33	per	hr	Maricopa Co Sherriff Off
Manager/Inspector	45000	per	yr	Motorola Inc
Student Lab Assistant	4.52	per	hr	Glendale Comm College
Mail Clerk I	4.57	per	hr	Maricopa Med Center

Hosp Billings Coord	12000 per mo		Multicare Physicians
Custodian/Maintenance	22485 per yr		U.S. Postal Service
Director of Education	1100 per mo		SW Med Society Academy
Accounting Assistant	5.50 per hr		Fast Foto Inc
Bilingual Teacher	16028 per yr		Isaac Elementary
Insurance Collector	5.71 per hr		Comm Hosp Medical Center
Voc Ed Instructor	16212 per yr		Phoenix O.I.C.
Salesman	4.65 per hr		Sears
Library Aide	4.20 per hr		Velma Teague Library
Poultry Buyer	23000 per yr		Assoc Grocery of Ariz
Quality Control Clerk	304 per wk		Motorola
Dispatcher	7.50 per hr		Sperry Flight Systems
Field Health Nurse	19500 per hr		Cigna
RN	10.80 per hr		GSMA
Auto Mechanic	400 per wk		Midas
Quality Control Engineer	9.90 per hr		Shure Electronics of Ariz
RN	1100 per mo		Maryvale Samaritan Hosp
Accounting Clerk	5.25 per hr		U-Haul Int.
Clerical Assistant	192 per wk		American Express
Special Agent	26000 per yr		U.S. Coast Guard
Cashier	3.50 per hr		Bill's Sight and Sound
Mach Distr Clerk	9.20 per hr		U.S. Postal Service
Truck Driver	7.00 per hr		Campco
Carrier	24000 per yr		U.S. Postal Service
Copy Editor	5.00 per hr		Peoria Pub-Glendale Star
Stores Supervisor	- - -		Dept of Public Safety
Police Sergeant	2500 per mo		Phoenix Police Dept
Graphic Designer	3.35 per hr		Glendale Comm College
Jacketing Spec Operator	27000 per yr		AT&T Technologies
Shipping Coordinator	1340 per mo		Universal Propulsion
Bookkeeper	800 per mo		Lannan & Cleverly
Library Assistant I	4.23 per hr		Hayden Library-ASU
Technician	17700 per yr		Intel
Engineering Assistant	600 per wk		Motorola, Inc.
Heavy Equipment Mechanic	1500 per mo		City of Phoenix
Landscaper	6.50 per hr		D & V Landscaping
Carrier Supervisor	27000 per yr		U.S. Postal Service
Programmer/Analyst II	26500 per yr		AZ Dept of Transportation
Cashier	4.38 per hr		Montgomery Ward
Sr Elec Component Tech	9.10 per hr		Garrett Turbine Engine Co
Registered Nurse	9.25 per hr		Thunderbird Sam. Hospital
Waiter	5.35 per hr		Hancox Desert Lodge
Foreman-Transportation	3000 per mo		A.P.S.
Lead Clerk	5.00 per hr		LaBelles
Receptionist-Clerk	4.00 per hr		Professional Data Systems
Sales Representative	25000 per yr		Mountain States Sales Co.
Registered Nurse	10.00 per hr		Boswell Hospital
Asst to VP - Construction	4.50 per hr		Capital Resources
Microwave Test Tech	6.50 per hr		Gilbert Engineering Co.
Engineering Inspector	45000 per yr		Maricopa County Hwy Dept
Registered Nurse	1400 per mo		Samaritan Health Service
Electronics Technician	8.39 per hr		Garrett Pneumatics Systems
Air Weapons Sys Mechanic	11.10 per hr		US Air Force
Cashier	4.00 per hr		Fighting Arts
Letter Carrier	23000 per yr		U.S. Postal Service
Rate Specialist	1300 per mo		APS
Electronics Technician	6.50 per hr		Karsten Manufacturing Corp
Color Technologist	2500 per mo		Revlon

General Clerk	1070 per mo		Intel
Spares Administrator	22200 per yr		Goodyear Aerospace
Probation & Parole Recep	608 per wk		U.S. District Courts
Insurance Enroller/Couns	1500 per mo		National Business Systems
Clerk-Typist	5.49 per hr		US Dept of Agriculture
Cost Accountant	25000 per yr		G.D. Searle
Registered Nurse	9.05 per hr		Phoenix General Hospital
Executive Secretary	1300 per mo		Amer Resources Develop Co
Production Tech	10.89 per hr		M/A-Com Omni Spectra, Inc.
Operator	395 per wk		AT&T
Library Clerk-Technician	970 per mo		City of Glendale Library
Accountant	12.04 per hr		Sperry
Supervisor	11.22 per hr		Garrett
Registered Nurse	10.75 per hr		Samaritan Health Service
Supervisor Eng Lab	694 per wk		Sperry
Registered Nurse	9.93 per hr		Phoenix General Hospital
Engr Prog Aide	7.77 per hr		Sperry Flight Systems
Office Manager	8.00 per hr		Festival Concessions
Attendant	4.50 per hr		ASNAU
Construction Worker	800 per mo		Emery Fagerlie, Contractor
Artist	10.52 per hr		Titles Unlimited
Mail Handler	10.87 per hr		U.S. Postal Service
Account Clerk	5.75 per hr		Giant Industries
Security Oper Coordinator	2300 per mo		Salt River Project
Clerk	5.41 per hr		Arizona Public Service Co
Cust Serv-Field Supervis	1875 per mo		City of Glendale
Loan Accounting Clerk	1040 per mo		Continental Bank
Police Officer	25000 per yr		City of Glendale
Medical Secretary	750 per mo		5th Avenue Gynecologists
Teller	7.65 per hr		Western Savings
A/R Tech I	1300 per mo		GCC
Head Nurse - Surgery	27000 per yr		Surgicenter
Director of Facilities	525 per wk		Deer Valley School Dist
Pool Manager	7.75 per hr		City of Glendale
Procurement Mgmt Trainee	21000 per yr		Raytheon Company
Supervisor	24000 per yr		Canteen Corp
Veterinary Technician	800 per mo		Thunderbird Vet Clinic
Staff Nurse	10.15 per hr		Boswell Hospital
Registered Nurse	10.50 per hr		Samaritan Health Service
Computer Operator	13200 per yr		Winona Research
Janitor	500 per mo		Washburn Enterprises
Delivery Driver	50 per wk		Phototron Corp
Loan Processor	18000 per yr		State of AZ, OEPAD
Material Coordinator	1500 per mo		Garrett Turbine Engine
O/R Analyst Mechanic	9.77 per hr		Garrett Airline Service
CAD Operator/Designer	21420 per yr		NL Schaffer
A.V. Tech	16909 per yr		Phoenix Elem School Dist
Electronic Tech	8.27 per hr		Omni Spectra
Real Estate Agent	30000 per yr		Wallace, Piercey & Assoc
Aerobics & Floor Instruc	3.60 per hr		Nautilus
Registered Nurse	9.99 per hr		St. Joseph's Hospital
Elect Product Designer	20000 per yr		I.Q. Technology Inc
Lab Technician	4.35 per hr		Tucson Veterans Admin
Aircraft Electrician	11.98 per hr		Federal Govt - Civil Serv
Contract Analyst	500 per wk		Sperry
Sr Elec Component Tech	9.70 per hr		Garrett Turbine Engine
Registered Nurse	1050 per mo		St. Joseph's Hospital
Technical Staff I	575 per wk		Hughes Helicopters

Unit Test Technician	23000	per yr	Honeywell
Day Maintenance	7.09	per hr	Smitty's #19
Officer I	22000	per yr	AZ Dept of Public Safety
Engineering Technician	15000	per yr	Mettee-McGill-Murphy
Production Manager	1400	per mo	Dashmat Co
Instrument Mechanic	11.98	per hr	Luke AFB
Auxiliary Equip Operator	14000	per yr	State of Arizona
Registered Nurse	9.50	per yr	Thunderbird Samaritan Hosp
Registered Nurse	10.45	per hr	St. Joseph's Hospital
Dental Assistant	1200	per mo	Gordon D. Gross DDS PC
Quality Assurance Spec	23000	per yr	Defense Contract Admin
Fire & Emergency Dir	21000	per yr	City of El Mirage
Laborer	160	per wk	Raper Company
Quality Control Tech	9.00	per hr	Sperry Flight Systems
Field Engineer	10.46	per hr	Digital Equipment
Accounts Payable Clerk	800	per mo	National Brands Inc
Programmer I	18000	per yr	Blood Systems, Inc
Clerk	1150	per mo	APS
Systems Integration Engr	2200	per mo	USAF
Customer Service Engr	347	per wk	Monroe Systems for Bus
Operations Officer	2300	per mo	First Interstate Bank
Registered Staff Nurse	9.23	per hr	Maryvale Samaritan Hosp
Service Technician	5.00	per hr	L-Tron Electronics
Retail Clerk	90.00	per wk	The Tennis Match
Registered Nurse	9.92	per hr	Phoenix Memorial Hosp
Sales Representative	24000	per yr	The Mitchell Organization
Registered Nurse	10.00	per yr	Good Samaritan Medical Ctr
Assistant Manager	800	per mo	Todd Property Management
Secretary I	9700	per yr	Washington Sch Dist Office
Electronic Tech	30000	per yr	Sperry
Order Runner-Deli Dept	8.03	per hr	Associated Grocers
Family Assistant	473	per mo	Vista Volunteers
Accountant	10.23	per hr	Maricopa County
Electronic Test Tech	9.19	per hr	Sperry
Librarian	4.17	per hr	Protestant Reg Ed Center
Warehouse person	9.83	per hr	V.A.
Sr Engr Programmer	11.51	per hr	Sperry Aerospace & Marine
Field Service Engineer	9.00	per hr	Digital Equipment Corp
Product Development Engr	20500	per yr	Jensen Tools Inc

SO WHAT NOW . . . . . .

* Our counseling, advising, and placement services received the lowest rating of all our services. Do these services need improvement or is this a perception problem by the graduates? If these services need improvement, what specific things can we do to make the changes?

* There is a strong perception that the 2 year/4 year transfer of coursework needs to be better coordinated (with more accurate information). Is this an improvement that is needed, and if so, what can we do to set the process in motion.

Numbers of Responses by Category
(percentages may not add to 100% due to rounding)

Total Responses - 444

Sex Categories

Pct		Total
43%	Male.....	190
53%	Female.....	235
4%	Uncoded.....	19

Age Categories

Pct		Total
1%	16-19.....	2
32%	20-24.....	140
16%	25-29.....	72
15%	30-34.....	68
21%	35-44.....	92
10%	45-54.....	42
2%	55-64.....	9
0%	65 & over...	0
4%	Uncoded.....	19

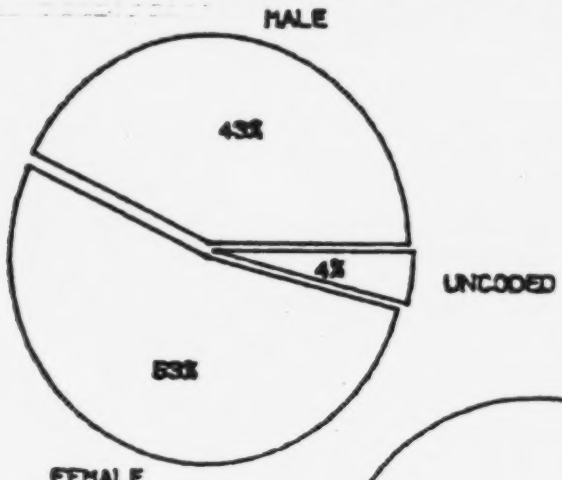
Ethnic Categories

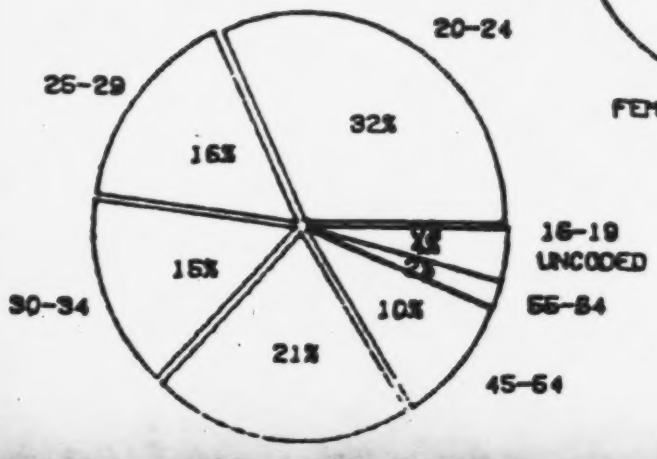
Pct		Total
1%	American Indian/Alaskan Native.	2
1%	Asian or Pacific Islander.....	5
1%	Black, not of Hispanic Origin..	6
8%	Hispanic.....	36
87%	White, not of Hispanic Origin..	384
0%	Nonresident Alien.....	1
2%	Uncoded.....	10

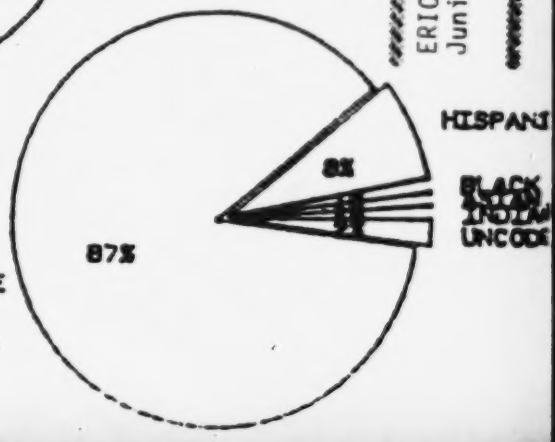
Some Notes:

* Average age of the graduates was 32.

* On the average, females (at 32) were a bit older than the males (at 31). There were higher percentages of females in the "35 and over" group. About 37% of the females were in the "35 and over" group; while only 27% of the males were in the "35 and over" group. In addition, females represented 53% of the follow-up respondents.







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